



## Career Center Certification FAQ

### *What is the purpose of Certification?*

To ensure consistent, high quality services to employers and job seekers and accountability for results. Other industries have similar continuous improvement processes, such as ISO-9000 for manufacturers, and find value in the process. Further, it aligns our Career Center activities with the collocation of services and integrated intake, assessment and case management as mandated by the Workforce Innovation and Opportunity Act (WIOA).

### *What must a Career Center do to start the certification process?*

A Career Center seeking to become certified should begin the process several months before the date to apply. In order to prepare a complete application, a Center must collect several months' worth of information (such as meeting notes, a time period of measurements, verification of training sessions for staff, etc.) Further, some documents may need to be developed, drafted and approved for use. There may be some facility issues that must be addressed in order to be eligible for certification.

### *What is the difference between an Affiliate Site and a Full Service Career Center?*

The primary difference is that an Affiliate site has fewer standards and measures to meet.

### *What are the requirements to be certified as an Affiliate site?*

Affiliate sites must have on-site staff that are trained, enabled and authorized to provide:

- Basic Employer Services
- Basic Unemployment Insurance assistance
- An operational Resource Center
- Job search assistance and job referrals
- Access to information about education and training
- Assessment
- Career Advising
- Information about facilitated referral to all system partners and programs

An Affiliate site must be fully-accessible to all customers and must have at least 2 of the 5 key partners (OET, OVR, OFB, WIA and funded programs) available during business hours.

*Is it necessary to produce all of the documentation cited for each measure?*

Six key documents must be included in a Career Center's application package: The Memorandum of Understanding (MOU), Business Services Functional Organizational Chart, Standard Operations Procedures (SOP), Career Center Functional Organizational Chart, ADA Compliance letter and Career Center Staff Development Plan. Other documents referenced as documentation/evidence on the application/review form shall be made available on request of the Review Team during the on-site visit. Some documents may be used several times to satisfy different measurements and may be cross referenced. The documentation is critical because it will provide objective evidence that the standards and measures are being met.

*Benchmarking is mentioned several times. What is meant by benchmarking, and why we are doing it?*

In order to measure improvement, it is necessary to set a baseline of current performance. This first round of certification will provide an opportunity to determine current performance levels for all of the Career Centers across the Commonwealth. With these measurements, LWIB's and the KWIB can then refine and add measurements to the next certification process.

*Who initiates the certification process?*

The Career Center must submit its certification application package to the LWIB. Upon receipt, the LWIB will assign the application to a certification Review Team.

*Who serves on the Review Team?*

The Review Team is selected by the LWIB and consists of five people who have a vested interest in the effectiveness of the Kentucky Workforce Development system. Three of the team members will be representatives who are familiar with the unique features of a region. Two members of the Review Team will be representatives from other regions of the state.

*How long will the reviewers need to conduct an evaluation of a Career Center?*

Review Team members will conduct a desktop review within 30 days following receipt of the Career Center's certification application package. The Review Team will then visit the Career Center for an on-site review of the facility and its operations within 30 days following the desktop review. Following the desktop review and on-site review, the Review Team will prepare its final report, verifying that a Career Center has meet all of the standards and measures or noting areas of need in of improvement.

*What entity has the final authority to certify a Career Center's certification?*

The Local Workforce Investment Board has the final authority to provide certification to a Career Center. The LWIB is asked to inform the KWIB of this certification so that the state can keep record of all the Career Centers and Affiliate Sites that have achieved certifications status.

*How often does a Career Center need to be reviewed for certification?*

Every three years, but the standards and measures may be reviewed and changed periodically to reflect new and better ways to deliver high quality workforce development services.

*Who does what in the certification process?*

The **Career Center Staff** is responsible for:

- Developing the Standard Operation Procedures, Functional Organizational Chart for the Career Center and Business Services Team, Staff Development Plan, gathering the Memorandum of Understanding and ADA Compliance Letter and creating other documents as necessary to meet the measures
- Completing and submitting the letter of intent and application to LWIB
- Serving as a contact for the Review Team when they request an onsite review and documents

The **LWIB** will:

- Notify the Review Team when an application is received from a Career Center
- Select Review Team members
- Work with the Career Centers if there are deficiencies after the review visit
- Notify LWIB Chair when ready to be presented to full board for approval
- Make final decision on Career Center certification approval status

*When is the deadline by which Career Centers should be certified?*

WIOA mandates that every region have at least one Full Service Center by June 30<sup>th</sup> 2015 and that all centers be certified by June 30<sup>th</sup> 2016.